

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	LGV Engineering Technician
Grade	PS9	Reports to (role title)	Engineering Chargehand
		Directorate/School	Fire & Rescue Service
JE Band	314-370	Service / Department	Logistics
		Date Role Profile was created	Jun-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role holder will have specialist knowledge and expertise to provide effective routine maintenance and repairs to vehicles and equipment of different manufactures and models.</p> <p>The role holder will be responsible for delivering high quality, credible and timely transactional services covering all vehicle and equipment.</p> <p>The role holder will deliver excellent customer service and demonstrate real value to front line services through effective service delivery. Working with the Workshops Managers and in collaboration with key colleagues you will ensure that relevant elements of the service fleet are successfully delivered in accordance with the ongoing key performance indicators and contribute to the improvement of service delivery.</p> <p>To communicate effectively and directly with strategic level managers and key colleagues.</p>
Work Context	<p>The role is based within the Logistics Team at Wray Park Centre Reigate, reporting directly to the Chargehand.</p> <p>You will deliver services in accordance with agreed standards including KPIs and SLAs as well as contributing to the delivery of ongoing process and service improvements.</p> <p>The role holder must be able to function with a high degree of independence and considerable discretion.</p> <p>Surrey Fire and Rescue Service provide emergency services around the County, 24 hours a day, 365 days of the year. Fire Service vehicles engaged on emergency calls travel at high speed and equipment and machinery are used in hazardous and life threatening situations. It is, therefore, essential that vehicles, equipment and machinery be maintained to the highest standards to protect and safe guard Fire crews and the public from injury and to deal effectively and efficiently with the emergency. The post holder, will carry out repairs and maintenance work to laid down standards, without direct supervision but will be an active team member to ensure that this requirement is met at all times. The Post holder where required , will undertake Insections on stations.</p> <p>Working with a team of 9 engineers and reporting to the workshop Engineering Charge hand. In the case of an emergency within Surrey or surrounding regions, the post holder must be prepared to work extra hours as required. The post holder will therefore at times be expected to work in any part of Surrey, but will normally be based in the workshop in Reigate. The post holder may be asked to attend incidents in support of the service and work on the side of highways, etc. to maintain a 24/7 callout cover for defects , it will be required for the psot holder to be avaiable to cover the rota whre neccessary to maintain Service resilience. As the service has an apprentice program you will be expected to assist in the training and transfer of knowledge to each apprentice.</p>

Line management responsibility if applicable	No direct line management responsibility, an expectation of supporting, mentoring and coaching any new staff and Apprentices.
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>People & partnerships</p> <ul style="list-style-type: none"> • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with organisational policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.

Details of the specific qualifications and/or experience if required for the role in line with the above description	Educated to GCSE standard in English and Mathematics or equivalent City and Guilds Motor Vehicle Mechanics (168) Parts 1 and 2 or equivalent IMI Level 3 Diploma in Vehicle Maintenance & Repair – Heavy Vehicle. Achieve IRTEC qualification and prepared to undertake re-examination under this specialist body every 5 years
Role Summary	Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.
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